

Salaried Dental Service - 'Friends and Family Test' - Jan-17 to Mar-17

Adult FFT card question: *We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

Children and young person's FFT card question: *Would you tell your friends and family that this is a good service to come to?*

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(Yes)
(Yes + Maybe + No + Don't know)

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(No)
(Yes + Maybe + No + Don't know)

The Trust's target 'Would recommend' score is 75%

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-17	21	100.0	0.0	0.0
Feb-17	39	100.0	0.0	0.0
Mar-17	No data	No data	No data	No data

Qualitative Feedback - Jan-17

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Location	'Friends and Family Test' Response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	RD&E (Heavitree)	Extremely Likely		Suitable treatment.		None.		56-65	White British	
2	RD&E (Heavitree)	Extremely Likely		I liked my time here, people very friendly.		No.	Female	26-35	White British	

3	RD&E (Heavitree)	Extremely Likely						16-25	White British	
4	RD&E (Heavitree)	Extremely Likely		Fantastic service.		None - it's perfect.	Male	36-45	White British	
5	RD&E (Heavitree)	Extremely Likely		Because we received wonderful care. Everyone was friendly & helpful. Many thanks.			Female	36-45	White British	
6	RD&E (Heavitree)	Extremely Likely		Excellent service and staff. Very impressed.			Male	46-55	White British	
7	RD&E (Heavitree)	Extremely Likely		Great dentist. I'm a nervous patient and B. was fantastic.			Male	26-35	White British	
8	RD&E (Heavitree)	Extremely Likely		Quickly seen if not registered with a practice.			Female	36-45	White British	
9	RD&E (Heavitree)	Extremely Likely		Suffer from fear of dentist. Dentist I saw explained all really well and made whole situation more comfortable. Thank you.		Just keep the relaxed atmosphere you have managed to gain. Thank you.	Male	36-45	White British	
10	RD&E (Heavitree)	Extremely Likely		They're always very polite & put you at ease.			Male	16-25	White British	
11	RD&E (Heavitree)	Extremely Likely					Male	56-65		
12	RD&E (Heavitree)	Extremely Likely		Kind, caring dentist. Explained everything really well.						
13	RD&E (Heavitree)	Extremely Likely		Very quick, efficient treatment. All staff friendly & caring.			Male	36-45	White British	
14	RD&E (Heavitree)	Extremely Likely				No.		46-55	White British	
15	RD&E (Heavitree)	Likely					Male	36-45	White British	Do not publish
16	RD&E (Heavitree)	Likely		Very friendly service. Clear information was given.			Female	26-35	Other ethnic group	

17	RD&E (Heavitree)	Likely								
18	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	The dentist & dental assistant were both very friendly & good with J. The service was very good & the dentist was very informative. Thank you.	Guidance on how to help my son take care of his teeth.	Nothing.	Male	Under 6	Mixed / Multiple ethnic groups	
19	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Was able to get an appointment quickly. Friendly staff.	Child-friendly, caring staff.	No.	Male	6-8	White British	
20	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Very good with children.	They explained very clearly & well. Very child-friendly.		Female	9-11	White British	
21	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Because D. is an amazingly calm dentist who is fabulous with my 5yr old!	We were seen on time - no anxious wait for G.!	Parking is a bit of a nightmare! (Not enough spaces)!!	Male	Under 6	White British	
22	RD&E (Heavitree)	Not entered	Patient				Female	12-15	White British	Do not publish

Qualitative Feedback - Feb-17

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Location	'Friends and Family Test' Response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Barnstaple Health Centre	Extremely Likely		Everyone is very friendly and helpful.			Female	26-35	White British	
2	Barnstaple Health Centre	Extremely Likely		Great service. Friendly staff.		N/A.	Female	26-35	Black / African / Caribbean / Black British	
3	Barnstaple Health Centre	Extremely Likely		All dentists are amazing and so caring. Made me feel at ease at all times. Cannot make any faults. Staff on the desk are always so helpful and understanding. Amazing service.		None!!!	Female	16-25	White British	
4	Barnstaple Health Centre	Extremely Likely		Lovely dentist & friendly staff. Teeth look good!			Male	Under 16	White British	
5	Barnstaple Health	Extremely Likely		Great dentist.			Male	46-55	White British	

	Centre									
6	Barnstaple Health Centre	Extremely Likely		Excellent care & sensitivity.						
7	Barnstaple Health Centre	Extremely Likely		K made me feel relaxed & confident despite my historic fear of dentists.			Female	Over 65	White British	
8	Barnstaple Health Centre	Extremely Likely		Very friendly staff. Good treatment.			Male	26-35	White British	
9	Barnstaple Health Centre	Extremely Likely		Prompt service, good explanation of treatment, great advice.			Female	46-55	White British	
10	Barnstaple Health Centre	Extremely Likely		Fantastic, caring staff, who really try to understand and meet the patient's needs. Thank you.			Female	Under 16	White British	
11	Barnstaple Health Centre	Extremely Likely					Male	36-45	White British	Do not publish
12	Barnstaple Health Centre	Extremely Likely		Very nice staff.			Female	Under 16	Mixed / Multiple ethnic groups	
13	Barnstaple Health Centre	Extremely Likely		Helpful & friendly.			Male	36-45	White British	
14	Barnstaple Health Centre	Extremely Likely		You're kind.		Nope.	Female	46-55	White British	
15	Barnstaple Health Centre	Extremely Likely		Amazing service. A. & R. were so kind, caring and very professional!		N/A.	Male	Under 16	White British	
16	Barnstaple Health Centre	Extremely Likely		Both reception and dentist were very friendly and explained in clear detail		None.	Female	16-25	White British	

				what procedures had to be taken and what I should do to prevent issues occurring.						
17	Barnstaple Health Centre	Extremely Likely		Treatment was very well and she was very happy with it.			Female	Under 16	White British	
18	Barnstaple Health Centre	Extremely Likely		Very friendly. Put at ease by J!!!		None.	Male	36-45	White British	
19	Barnstaple Health Centre	Extremely Likely		Excellent treatment. Caring & committed. Very grateful for what has been done.			Male	Over 65	White British	
20	Barnstaple Health Centre	Extremely Likely		Because the dentist was fantastic with my daughter that has autism.						
21	Barnstaple Health Centre	Extremely Likely		Seen quickly, problem solved.			Female	46-55	White British	
22	Barnstaple Health Centre	Extremely Likely		Happy to come.			Male	46-55	White British	
23	Barnstaple Health Centre	Extremely Likely		So gentle, really understanding.		No.	Female	56-65	White British	
24	Barnstaple Health Centre	Extremely Likely		J. has been looked after very well.			Male	16-25	White British	
25	Barnstaple Health Centre	Likely		Great service. Helpful staff.			Male	36-45	White British	
26	Barnstaple Health Centre	Likely		I don't live in the area but it has been good.		Maybe provide estimated waiting times?	Male	Over 65	White British	
27	Barnstaple Health	Likely					Female	16-25	White British	

	Centre									
28	Barnstaple Health Centre	Likely		Friendly staff.			Male	16-25	White British	
29	Barnstaple Health Centre	Likely					Female	16-25	White British	
30	Barnstaple Health Centre	Yes	Patient	Because I like [illegible] here.			Male	6-8	White British	
31	RD&E (Heavitree)	Extremely Likely		Being new to the county of Devon, receptionist L. could not have been more helpful & kind, organised appointment and dentist was excellent. Brilliant service - well done!						
32	RD&E (Heavitree)	Extremely Likely		I am under treatment for terminal bone cancer and was referred by my hospice. I am very anxious and scared but the dentist S. explained everything - even the stuff I didn't want to hear. Because I needed a bit of help filling in my medical history the senior nurse C. helped - she was very understanding.		No - just carry on being caring and supportive.		56-65	White British	
33	RD&E (Heavitree)	Extremely Likely		I was in pain in the evening and next day got an appointment. Quick and useful.			Female	16-25	White British	
34	RD&E (Heavitree)	Extremely Likely		I received exactly what I was explained would be done and received very						

				good advice.						
35	RD&E (Heavitree)	Extremely Likely		Staff have been brilliant with C. and ourselves. Made C. really relaxed. Thank you to all concerned.		Everything was perfect. Again, thank you to staff and a relief not having to go to Barnstaple.	Male	16-25	White British	
36	RD&E (Heavitree)	Extremely Likely		Good and polite person.		Is fine thanks.	Male	46-55	White British	
37	RD&E (Heavitree)	Likely		The only dentist around.		More staff & be on time.	Male	56-65	White British	
38	RD&E (Heavitree)	Yes	N/A	Very patient & kind.	Really good with children.	Nothing.		6-8	White British	
39	RD&E (Heavitree)	Yes	Patient	Because they are nice nurses.	The kind nurses.	Not sure.	Female	9-11	White British	